

# WOLLONGONG CITY COUNCIL



## CCTV STANDARD OPERATING PROCEDURES Windang Beach Tourist Park

## Document Control

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## **INTRODUCTION**

### **1. The purpose of this Document**

This Document details the procedures for the management and control of CCTV systems and recorded data operated by Wollongong City Council (“Council”), other than the systems relating to Wollongong City Centre, Mall, Main Administration Building and adjacent streets. Those locations are operated pursuant to a separate set of Standard Operating Procedures.

The “Standard Operating Procedures” contained in this Document are designed to give effect to the provisions adopted by Council in the CCTV Program – Policy and Code of Practice (“the CCTV Policy”).

It is acknowledged that CCTV cameras installed in public place locations and as part of Council infrastructure may also capture Council staff performing work tasks. The CCTV Program the subject of this Code of Practice is not designed to intentionally provide workplace surveillance. Where the purpose is to provide workplace surveillance and/or a record of accidents or other non-crime incidents, Council’s Surveillance of Employees Policy must be complied with.

### **2. Standard Operating Procedures (“SOPs”)**

- 2.1 These SOPs identify the day-to-day procedures for the operation of CCTV cameras utilised in the City by Council. These SOPs should be read in conjunction with the CCTV Policy.
- 2.2 Council staff involved in the operation or management of CCTV must understand the contents of these SOPs. Adherence to the CCTV Policy relies on all staff having a complete understanding of the SOPs and fully complying with them.
- 2.3 Instructions supplementing these SOPs may be issued from time to time, but only where they are consistent with the CCTV Policy. Similarly, any modifications to these SOP’s must be consistent with the CCTV Policy, and must be reflected in reissued SOPs to have effect.

### **3. Security of SOPs**

- 3.1 These SOPs remain the property of Council; however, they are to be publicly available.

### **4. Review of and Changes to SOPs**

- 4.1 The Commercial Business Manager is authorised to issue instructions supplementing these SOPs, and making modifications, as permitted under clause 2.3 above.
- 4.2 These SOPs are also subject to review as part of the evaluation program set out in the CCTV Policy.

## **PROCEDURES**

### **1. General**

All Council officers and other persons contracted to work in relation to Council's CCTV system must:

- (a) ensure that that system is not used in any way which could damage or adversely impact on the lawfulness, integrity and reputation of Council;
- (b) maintain the highest moral, professional and ethical standards in the application and performance of their duties;
- (c) must safeguard all information and knowledge which is confidential and exercise due care and responsibility to prevent its improper disclosure or use.

### **2. Staffing**

#### *Induction*

- 2.1 Prior to commencement of initial employment or engagement utilising any CCTV system or associated system, Council or other persons are required to complete an induction.
- 2.2 This induction shall include an explanation of the CCTV Policy, as well as these SOPs.
- 2.3 At the conclusion of the induction, the relevant Council or staff shall sign a statement to the effect that they have read and understood the CCTV Policy, and these SOPs, and agree to be bound by them.

### **3. Monitors**

- 3.1 Council CCTV cameras observe the locations identified in the CCTV Policy. Monitors relating to each location are contained within that Council facility, or closely nearby.
- 3.2 In some locations, the relevant monitor is located within an area of pedestrian traffic, including traffic comprising members of the public. Where possible, monitors in those locations are to be affixed or rotated such that overlooking by

staff other than staff with CCTV responsibility, or members of the public, is minimised or, where practicable, removed altogether.

- 3.3 This Standard Operating Procedure for this site will show the captured areas of the cameras and will be made available to the public and on Council's website. Below are where the cameras are located and the areas they capture staff other than staff with CCTV responsibility, or members of the public, is minimised or, where practicable, removed altogether.



#### **4. Access to equipment**

- 4.1 Apart from the cameras, relevant equipment relating to CCTV consists generally of monitors, computers and controls.
- 4.2 The vision taken by the cameras is available to be viewed via the relevant monitors.
- 4.3 Only Council staff designated as having responsibility for CCTV, and other authorised persons with responsibility for repairing or maintaining CCTV related equipment are permitted to have access to any operating controls of that equipment.
- 4.4 Under no circumstances are visitors or unauthorised persons permitted to operate any equipment relating to CCTV, including the monitors.
- 4.5 Access to equipment shall be via individual 'Log In' identifiers. No member of staff is to divulge their 'Log In' to another person.

#### **5. Functioning of equipment**

- 5.1 At the commencement of each work day, staff with responsibility for CCTV cameras are to:
- (a) check that the relevant camera or cameras are not damaged and that the system is working effectively; and
  - (b) receive a briefing on any incidents that require action during the term of their shift.

- 5.2 Where the staff member identifies damaged cameras or a problem with the system, they are to contact Coordinator Building Construction & Maintenance who will organise repairs.
- 5.3 Where necessary, at the completion of each day or shift, staff are to brief incoming staff on any incidents that require action during that next day or shift.

## **6. Observation and Incident Protocol**

### *Incident Response Procedure*

- 6.1 On identifying the occurrence of an incident, staff are to:
  - (i) where possible, bring the image on to the main monitor;
  - (ii) contact the Police where a serious criminal offence is observed (or other emergency personnel where the incident is a fire or serious health matter or serious motor vehicle accident); and
  - (iii) continue to monitor the incident.

### *Incident Notebook*

- 6.2 In the space surrounding the relevant monitor or monitors, an Incident Notebook is to be maintained at all times. The Incident Notebook is to be a notebook with sequentially numbered pages that is to provide appropriate space to record:
  - (i) the type of incident;
  - (ii) the location of the incident;
  - (iii) the date and time of the incident;
  - (iv) the electronic identifier for the incident on the recorded vision;
  - (v) whether Police or other emergency service providers were contacted;
  - (vi) the name of the staff member entering the information.
- 6.3 At the conclusion of the incident, staff are to record the type of incident, location, date and time in writing in the Incident Notebook.
- 6.4 Where an incident is reported to staff after it is said to have occurred, staff are to, as soon as practicable, conduct a search on the system with a view to locating the incident. Where the incident can be located, it is to be entered into the Incident Notebook in the terms identified at paragraph 6.2 above.

### *Notification of an Incident to Police*

- 6.5 Where Police are notified by staff of an incident, staff may choose to stay in telephone contact with Police during the time period relating to the incident.

## **7. Data and Recorded Information Handling – Currently not operational**

- 7.1 All vision captured by cameras is recorded. The recordings are maintained at each individual site for up to one month.

- 7.2 Consistent with the CCTV Policy, recordings are generally maintained for 28 days only, and thereafter deleted.

## **8. Production and release of recorded material**

- 8.1 All applications for access to recorded footage are to be made to Council, and will be assessed by Council under the *Government Information (Public Access) Act 2009*.

## **9. Maintenance of Equipment**

- 9.1 Any defect, problem or significant issue with the system or its operation is to be reported as soon as practicable to Coordinator Building Construction & Maintenance.



**FORM ONE**

**CCTV Access Form**

Wollongong City Council may, by discretion and according to the Wollongong City Council CCTV Operating Procedures, allow access to CCTV footage by authorised personal. The circumstances in which personal, including police, are able to access CCTV footage will be carefully controlled.

**Request to Access CCTV Footage**

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Event Date: \_\_\_\_\_

Event Time: \_\_\_\_\_

Event Information: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Event Viewed: Yes / No

CD Requested of Footage: Yes / No

CD Provided Date: \_\_\_\_\_

Authorised by: \_\_\_\_\_

Date: \_\_\_\_\_

Any other relevant information:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





**FORM THREE**  
**CCTV Standard Operating Procedures Induction Listing**

I have read and understand the procedures relating to the operation of CCTV at Windang Beach Tourist Park and will agree to be bound by them.

<b>Staff's Name</b>	<b>Position</b>	<b>Date</b>	<b>Signature</b>	<b>Authorised By</b>
Shaun Reason	Tourist Park Supervisor - Windang			Jenny Towers
Mick Del Ben	Senior Grounds and Maintenance - Windang			Jenny Towers

Only staff named and signed above may have access to the CCTV vision. Please ensure one of these staff are notified immediately if vision recorded on the CCTV is required to be viewed.